

Makes your mobile phones to extensions to your company switch board

Dirigent Kontroll enables you to integrate your mobile phones with your switch board. This solution makes it possible for you to go the whole way and replace all fixed phones with mobile phones. Dirigent Kontroll includes functions for better cost control and for overview of mobile phone use.

Improves service level

With Dirigent Kontroll mobile phones function more or less as part of your switch board, and the user can always be reached on the same number. This improves accessibility and simplifies matters for the caller, who no longer needs to keep track of several different phone numbers.

The solution also includes a smart diversion function for users to have a message played back when they can't answer themselves. This improves your level of service internally and externally.

Better cost control

Dirigent Kontroll improves your control of telephony costs. Each mobile phone can be configured to suit its user's telephony needs exactly. Outgoing call control and time control functions are available to ensure that no unnecessary calls are made.

The following calls count as internal and are billed at a lower per-minute rate:

- from a Dirigent Kontroll user to a user in Mobilt Ramavtal (Mobile General (basic) Agreement) with
 - Dirigent Kontroll
 - Internal Pricing Group
 - Office Extension
- from mobile phones to fixed numbers defined as internal in the Mobilt Ramavtal (Mobile General (basic) Agreement).

Always under development

Because different businesses have different needs, Dirigent Kontroll is a flexible solution. We begin by carefully reviewing your needs. Then we customize Dirigent Kontroll in the way that best meets your requirements and preferences.

Dirigent Kontroll as a service is always under development. New functions become available to you as they are added.



Telia Dirigent Kontroll

Worth knowing

The following functions are included:

User Activation

Each user whose mobile number is covered by Dirigent Kontroll can activate the service individually. This lets them learn at their own pace how Dirigent Kontroll works.

Private Numbering Plan

With Private Numbering Plan, all mobile phones work more or less like extensions connected to your switch board. Mobile subscriptions are part of the same numbering plan as your fixed extensions – the mobile subscription is given an extension number.

Optional Answering Point

This function is for forwarding calls when users cannot answer their mobile phone. The user decides where and when calls are forwarded. For example, the Operator might receive all incoming calls between 8.00 and 17.00, while at other times calls are forwarded to the user's "Mobilsvar" voicemail service.

Direct Prefix to Mobile phone

A simple but useful function allows the user to reach a mobile phone direct from another without needing to dial its full mobile number. It is enough to dial the fixed extension number preceded by a prefix.

Economical Route Selection

Calls from one extension to another are always charged at the internal rate, regardless of which number the user dials. So even if a user happens to dial the public number or the mobile number, you are still only charged at the lower internal rate. This means users do not have to keep track of the price differences between one type of call and another. They can just dial whichever number they find most convenient to use.

A condition for calls to be charged at the internal rate is that the dialled number is on the list of numbers defined as internal in the Mobilt Ramavtal (Mobile General (basic) Agreement). The function is included in the base version of the service and does not need to be activated.

Range Limiting

This is a tool for configuring each individual mobile phone according to the user's needs. Outgoing calls can be restricted in a variety of ways:

- by dialled number (the user can only call certain numbers or number series)
- some combination of the above

You can also determine the times at which the restrictions apply. Outgoing call control does not affect the user's ability to receive calls.

Call Transfer

A call to a Dirigent Kontroll mobile phone is easily transferred to a third party. Once the call has been transferred, the mobile phone is free to make and receive calls as usual.

9 for the operator from "Mobilsvar" voicemail

A caller who does not receive an answer from a mobile extension may either record a message or press 9 to be connected to the Operator.

Additional functions

Direct-Dial number as ANIS

When a user makes a call from a mobile extension, the calling mobile phone's direct-dial number is displayed on the called party's phone. In other words, the mobile extension is displayed as a number belonging to the Company switch board, just as is the case for fixed extensions.

Call management via mobile network

This function is similar to "Mobilsvar" voicemail service but offers more capabilities. When users are unable to answer their mobile phone, they can set a diversion to have a recorded message played to the caller.

A variety of messages can be played back, including "at lunch," "in a meeting," and "left for the day." The time the user expects to be back can also be given.

Alternatively, the call can be diverted to the Operator or to "Mobilsvar" voicemail service.

Mobile Corporate Network

This is the right choice if you aim to replace all fixed phones with mobile phones while ensuring high call quality. With Mobile Corporate Network, Telia sets up base stations on your premises, providing guaranteed coverage and capacity within a selected geographical area.

Prerequisites:

- At least 50 mobile users
- Mobilt Ramavtal (Mobile General (basic) Agreement)
- Mobile Corporate Network requires approximately 150 mobile users.
- A switch board

If you want to know more about Telia Dirigent Kontroll or to make an order. Leave your data at www.telia.se/foretagskontakt and a sales person will make contact shortly thereafter. You can also call our customer service at 90 400.

